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April 15, 2014

Mr. James M. McDaniel Program Manager for Telecommunications State of South Carolina Office of Regulatory Staff 1401 Main Street, Suite 900 Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 1st Quarter Service Quality Report 2014

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 1st quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

There were heavier than normal workloads due to snow and ice storms in February and early March. Technicians hired and trained continue to produce positive results. Over 300 hours of preventative maintenance was completed during the 1st quarter. Continued improvements are expected.

Percent Repair Calls Answered W/I 20 Seconds

Weather events and outages drove higher repair call volumes. The average handle time improved compared to December, but was still elevated in January as Residential Agents learned to use a new CMR tool. The call center has increased overtime, and continues schedule optimization in relation to call volume and tour adjustments in order to meet the service objective.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano

Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC

Christopher Rozycki, ORS

Frontier Communications of the Carolinas Inc. South Carolina January to December 2014

Installation Held Prim Svc Ords Over 30 Days Held Regrade Ords Over 30 Days  % Regular Svc Install W/I 5 Days  Service Ord Commitments Met  Maintenance  % OOS cleared within 24 Hours  Service Response  %Dial Tone W/I 3 Seconds  % Repair Calls Ans W/I 20 Seconds  % Toll/Opr Asst Calls Ans W/I 10 Sec  DA Ans Time (% W/I 30 Seconds)  Switching / Central Office  Total Access Lines (X 1000)	Objective none 85% 85% 95% 90% 80%	99.7 97.5 97.5 76.7 98.1 98.1	60.2 99.5 99.99 80.9 94.8	99.6 94.9 94.9 82.3 98.8 94.2	un AeM	- Table 1	Aug	Sep	ŏ	Nov
Interofc Call Failure Rate	3%	0.04	0.03	0.04						
Intraofc Call Failure Rate	2%	0.02	0.00	0.00						
Cust Ntwk Trbl/100 Lines	7.0	1.35	1.87	1.20						